



Connecting people to homes, hope and opportunity. *Jennifer Westerman, CEO*

POSITION TITLE:	Housing Success Case Manager
DEPARTMENT:	Supportive Services Division
SUPERVISOR:	Supportive Services Assistant Manager
POSITION SALARY RANGE:	Level 5, \$25.62 – \$35.46 /Hour
HOURS:	8:00 – 5:00 Monday-Friday, Flexible
LOCATION:	Woodland, WA

POSITION OVERVIEW:

Provide case management services and life skill development for formerly homeless individuals and families. The case manager's primary responsibility is to support clients in increasing their financial stability, improving their wellness, and reaching greater self-determination.

BENEFITS DESCRIPTION:

HOSWWA offers employees and their eligible family members the option to enroll in medical, dental, vision, and/or supplemental life insurance. Employees are also covered by Basic Life and Accidental Death and Dismemberment and Long-Term Disability insurance.

All HOSWWA employees are members of the Public Employees Retirement System (PERS) administered by the Washington State Department of Retirement Systems (DRS). Employees may also contribute funds to Deferred Compensation Program (DCP), a 457(b)-tax deferred savings plan run by the DRS.

Employees receive 14 paid holidays per year, paid sick leave accrual at a rate of 8 hours per month, and, following 6 months' orientation, paid annual leave starting at 40 hours per year.

Other benefits include two Employee Assistance Programs (EAP) and access to student loan forgiveness through Public Service Loan Forgiveness (PSLF).

JOB DUTY OUTLINE:

1. Conduct assessments and interviews with clients to determine eligibility.
2. Engage residents to collaboratively develop goals and individualized service plans to support their housing stability, mental health, substance abuse, health, education, income, employment, and other priority areas.
3. Support residents to maintain housing stability through individually tailored services and by facilitating effective connections to community services and resources.
4. Provide ongoing life skills development to assist the client in improving independence and quality of life.



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5. Assist participants to make informed decisions and empower participants to acknowledge each accomplishment.
6. Provide specialized and targeted interventions when clients are at risk of eviction.
7. Connect clients to medical, mental health, and other supportive counseling services.
8. Establish a network of community services and conduct appropriate referrals to clients.
9. Guide clients through the process of application, qualification, re-determination for SSI, SSDI, Medicaid, Medicare, SNAP, and other services as needed.
10. Perform assertive engagement with clients who do not follow through with appointments and case management.
11. Occasionally conduct visits to client's homes.
12. Track and report outcomes.
13. Provide data updates and reports as directed.
14. Provide support to participants in job search activities and techniques.
15. Communicate effectively with providers and document all interactions.
16. Maintain HOSWWA standards of client files and records.
17. Perform record keeping and program evaluation as required.
18. Attend and actively participate in scheduled internal and external meetings.
19. Represent HOSWWA at professional meetings, community events, and to members of the community.
20. Perform other duties as assigned.

SKILLS AND ABILITIES

1. Ability to keep the clients best interest paramount in all areas of case management.
2. Possess a working knowledge of community resources and clinical facilities.
3. Work closely with mental health and substance abuse treatment providers.
4. Professional conflict resolution skills.
5. Strong time management skills.
6. Must have the ability to advocate equitably for each client, facilitate interactions with other professionals and coordinate positive opportunities.
7. Possess a strong sense of confidence and be able to serve as a role model and leader.
8. Ability to maintain confidentiality of highly sensitive information and demonstrate professionalism, reliability, and responsibility.
9. Must adhere to professional boundaries and ethics.
10. Ability to educate effectively, assist to identify and break down barriers.
11. Critical thinking and problem solving.
12. Strong engagement strategies and demonstrated ability to build rapport and maintain trusting relationships.
13. Ability to use assigned technology as directed i.e. computer, cell phone, designated software.

QUALIFICATIONS (Education/Experience):

1. High School diploma or G.E.D.
2. Preference for bachelor's degree in a social services field
3. Preference to persons with experience in case management, social services, or related fields.
4. Knowledge of case management methods and commitment to stay current on all technical information available in the field.
5. Working knowledge of region's social service systems and ability to establish a working relationship with local service providers.
6. Must have current computer skills.
7. Must pass a background check.
8. Must have a valid Washington State Motor Vehicle Operators License, reliable transportation, and current vehicle insurance.

WORKING ENVIRONMENT:

Periodic unsanitary conditions and stressful situations in occupied and unoccupied apartments.

EQUAL OPPORTUNITY EMPLOYER:

All qualified applicants are welcome without regard to gender, gender identity or gender expression, sexual orientation, race, ethnicity, or cultural identity, national origin, religion, age, veteran status, genetics, or disability. We encourage minorities, LGBTQ, veterans, and individuals with disabilities to apply.

ORGANIZATION CHARACTERISTICS:

Housing Opportunities of SW Washington is a public organization created under the Housing Authorities Law of the State of Washington. Created in 1976, the Authority's jurisdiction of responsibility includes: Cowlitz, Lewis, Pacific, and Wahkiakum Counties. HOSWWA administers various federal housing programs, locally owned properties, and Section 8 Housing Assistance Payments Programs. It also owns and manages federally funded USDA Rural Rental Multi-Family Housing, and operates several programs designed to expand affordable housing opportunities.